



OPERATIONAL MEMO

TITLE:	UPDATED GUIDANCE PERTAINING TO DAY PROGRAM AND TRANSPORTATION SERVICES
SUPERSEDES NUMBER:	OM 22-013
EFFECTIVE DATE:	JUNE 29, 2022
DIVISION AND OFFICE:	BENEFITS AND SERVICES MANAGEMENT DIVISION, OFFICE OF COMMUNITY LIVING
PROGRAM AREA:	HCBS WAIVER SERVICES
KEY WORDS:	COVID-19, HOME AND COMMUNITY-BASED SERVICES, HCBS, DAY PROGRAMS AND SERVICES, NON-MEDICAL TRANSPORTATION, NMT, NON-EMERGENT MEDICAL TRANSPORTATION, NEMT
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APPROVED BY: COLIN LAUGHLIN	

HCPF Memo Series can be accessed online: <https://www.colorado.gov/hcpf/memo-series>

Purpose and Audience:

The purpose of this Operational Memo is to update guidance to Home and Community-Based Services (HCBS) providers and Case Management Agencies (CMAs) on the provision of Day Program services, Non-Medical Transportation (NMT), and Non-Emergent Medical Transportation (NEMT) in response to the COVID-19 pandemic. These provisions are applicable to the following services:

- Adult Day Services
- Day Habilitation
- Day Treatment (Brain Injury Waiver)
- Prevocational Services
- Supported Employment – Group

- Non-Medical Transportation
- Non-Emergent Medical Transportation

Information:

The Department of Health Care Policy & Financing (Department) has updated guidance and requirements for Day Program, NMT, and NEMT services based on updated information provided by the Colorado Department of Public Health & Environment (CDPHE).

On May 19, 2022, CDPHE issued the [17th Revised Public Health Order \(PHO\) 20-38](#). Within PHO 20-38, clarification and instructions for Day Program providers have been added related to masking.

As a result of the information added to the revised PHO by CDPHE, Day Program providers shall no longer follow guidance for Limited Healthcare Settings, as defined by CDPHE, per previous Memos issued by the Department of Health Care Policy & Financing (Department).

As of May 19, 2022, Day Program providers should exclusively follow the instructions set forth in PHO 20-38, including any future revisions made by CDPHE.

NMT and NEMT services are not included in the revised PHO 20-38. However, in coordination with CDPHE, the Department instructs NMT and NEMT providers to follow any CDPHE guidance issued for Day Program providers as of the issuance of this memo and ongoing until further notice. This direction will allow for consistency for members who utilize Medicaid transportation to access medical services and non-medical services.

What are the new requirements for masking according to PHO 20-038 and this Operational Memo?

All masking requirements are tied to the Centers for Disease Control and Prevention's (CDC's) county-based COVID-19 Community Level tool.

[Overview of tool](#)

[Interactive County Lookup & Map](#)

- Service recipients, staff, and visitors have no masking requirements when the county of the service provider is in Low community level per CDC's website (links above).
- When the community level is Medium or High per CDC's website (links above), service recipients, staff, and visitors are required to wear medical grade masks or respirators.
- Additionally, when a provider experiences an outbreak, regardless of the CDC community level posted on the CDC website (links above), masks are required.
 - [CDPHE Outbreak definition](#): Five or more confirmed or probable cases of COVID-19, of which at least one case has had a positive molecular amplification test or antigen test in a facility or (non-household) group with onset in a 14-day period.
- Finally, when local public health authorities require masks, providers must follow local directives that apply to them, above and beyond what is required in PHO 20-38.

Note: CDC's county-based COVID-19 Community Level tool used to determine requirements per PHO 20-38 appears to be updated weekly on Thursday.

How are the CDC's COVID-19 Community Levels determined?

Per [CDC's overview of the tool](#): "CDC looks at the combination of three metrics — new COVID-19 admissions per 100,000 population in the past 7 days, the percent of staffed inpatient beds occupied by COVID-19 patients, and total new COVID-19 cases per 100,000 population in the past 7 days — to determine the COVID-19 community level.

New COVID-19 admissions and the percent of staffed inpatient beds occupied represent the current potential for strain on the health system. Data on new cases acts as an early warning indicator of potential increases in health system strain in the event of a COVID-19 surge.

Using these data, the COVID-19 community level is classified as low, medium, or high."

How will providers be notified if PHO 20-38 or Department guidance is updated again?

All PHOs issued by CDPHE can be found on their webpage titled [Public health orders and executive orders](#).

Additionally, as revisions are made to PHO 20-38 or any other guidance like this Operational Memo is updated, the Department will provide notice to providers in the twice-weekly Office of Community Living long-term services and supports newsletter, [which can be subscribed to here](#).

Isolation and Quarantine Guidance

For the provider types listed above, specific isolation and quarantine requirements are not issued within PHO 20-38 or within this Operational Memo. Therefore, providers should follow all [isolation and quarantine protocols outlined by CDPHE for the general population](#).

Attachment(s):

None

Department Contact:

HCPF_HCBS_Questions@state.co.us

Department COVID-19 Webpage:

<https://hcpf.colorado.gov/covid>

For specific information, please call the CDPHE Call Center at 303-692-2700. For general questions about COVID-19: Call CO-Help at 303-389-1687 or 1-877-462-2911 or email COHELP@RMPDC.org, for answers in English and Spanish (Español), Mandarin (普通话), and more.